# CHILMARK PARISH COUNCIL





# THE COMMUNITY EMERGENCY PLAN

#### HOW WE WILL HANDLE A LOCAL EMERGENCY

#### A PLAN CREATED BY THE COMMUNITY

#### FOR THE BENEFIT OF THE COMMUNITY

http://www.southwilts.com/site/chilmarkparishcouncil

List of Plan amendments		
Reference	Reason for amendment	Date issued
V30.03.17	Original issue of plan	March 2017
V30.1.03.17	P7 Insurance amendment	March 2017
V30.01.18	Annual review	January 2018

# CHILMARK COMMUNITY EMERGENCY PLAN

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#### CHILMARK COMMUNITY EMERGENCY PLAN

#### DISCLAIMER

Chilmark Parish Council accepts no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this Emergency Plan, or for any failure to activate the plan or to carry out any planned activities in response to a flood alert or other warning issued to or by the Emergency Response Group.

Chilmark Parish Council also reminds all members of the Community that they should not expose themselves to personal danger whilst assisting others

#### This document and all Current Advisory Warning Notices may also be viewed on line at:

http://www.southwilts.com/site/chilmarkparishcouncil

#### PART 1 - BACKGROUND

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#### A - Introduction

- What is an emergency? An emergency/major incident is any event or circumstance present or imminent that causes or threatens death or injury, disruption to the community, or damage to property or to the environment.
- What is a Community Emergency Plan? A Community Emergency Plan is a written statement to provide immediate guidelines to those responsible for taking the first steps in stabilizing and remedying an emergency.
- How does the Community benefit from such a Plan? When an emergency occurs, there is usually little time to stop to think. Thus a Plan will contain clear and simple action guidance together with a list of people, telephone numbers and local information to enable a rapid response appropriate to the situation. For many of these incidents the village will be able to offer an effective early response from its own resources using this Emergency Plan as a basis for action. In some cases the action required to counter an emergency is the total responsibility of an outside agency (for example, a house fire). The contact details for those agencies form part of this plan (see Annexures). However, the side effects of such an emergency may require action by the community under the guidance of this plan.

#### **B** - The aim of the Plan

The aim is to increase resilience to emergencies within Chilmark and Ridge by developing a robust coordinated approach that complements the plans of emergency services and statutory organizations.

#### C - The objectives of the Plan

- Identify the risks to the community and relevant response actions
- Identify vulnerable people/groups in the community such as the elderly, children and all with mobility problems or other sensual impairments
- Identify resources in the community available to assist during an emergency
- Provide key contact details for the Emergency Response Group, key Community Resources, the Emergency Services and Local Authorities
- Provide guidance on actions to be taken by the local community.

#### **D** - The legal aspects

Users of this Plan should take note of the following:

- The Disclaimer on page 5
- Chilmark Parish Council has in place comprehensive insurance cover for injury, loss or damage arising through the actions of any member of the community performing duties on behalf of the Chilmark Parish Council in accordance with the Chilmark Community Emergency Plan.
- Chilmark Parish Council owns this plan and retains overall responsibility for its management. The Parish Council has established a sub-committee to organize and implement the plan. That sub committee will be known as the Emergency Response Group (ERG) and will be led by the Emergency Planning Coordinator (EPC).

#### (cont D – the legal aspects)

- During an emergency, the Parish Council will have overall control, liaising with the above sub-committee. The Parish Council is the primary point of contact with Wiltshire Council, the Environment Agency, Wessex Water, Scottish & Southern Electric and the emergency services.
- The scheme is voluntary. It must operate within the bounds of legal responsibility and any queries regarding this should be addressed to the Parish Clerk. If individuals or family groups do not wish to follow the advice given in support of this plan, that is their prerogative – they cannot be forced to follow guidance.

#### **E** - Description of the Village

The parish of Chilmark lies within the Wiltshire Council Unitary Authority and within the Tisbury Community Area. Its catchment area extends to include Chilmark, Manor Farm, Ridge and Fonthill House. The parish comprises some 224 households with a population of circa 500.

Chilmark village lies to the north and south of a 1000 metre stretch of the B3089 and within a 30mph zone. Its centre (The Street, Beckett's Lane and Barberry) comprises many old and thatched dwellings and although other such properties are dotted throughout the village, the remainder are broadly post 1950. The Winterbourne runs through the central length of the south side of the village and is bounded on each side by housing. Usually dry in the summer, it collects water running off the B3089 together with numerous spring water feeds in times of winter rain. Though the locations of some springs are known, others can rise in undetermined and random locations in a wet season. The Winterbourne has been known to flood along The Street and this can affect a number of nearby properties. (cont – E description)

Ridge is a small rural hamlet of houses largely on sloping ground and lying about 1000 metres west of Chilmark. It poses its own challenges in respect of certain emergencies due to its isolated position, with snow, ice and fallen trees being the principle weather related emergencies.

The local map is Ordnance Survey Sheet 184 (1.25 inches to the mile) or OS Explorer Series Sheet 143 (2.5 inch to the mile). A local map of the main area of the village is at **Annex 20.** 

# F - Possible emergencies to be considered

The types of emergencies that would have an impact on the community are:

<u>Weather related</u> – flooding, excessive snowfall and high winds. <u>Other incidents</u> – road traffic accident (RTA), house fire, interruption of vital services such as electricity, water, communications, sewerage or fuel deliveries. <u>Major disasters</u> – plane crash, explosion, pandemic flu, farm animal disease.

These emergencies may well occur in combination - flooding may cause related power failures or sewage treatment emergencies for example. It will be important to consider the proposed responses, as set out in this plan.

#### **G** - Activation of the Plan

The Chilmark Parish Council Community Emergency Plan will be administered by the Emergency Response Group and will be activated when an emergency is threatened or has occurred and the emergency services are unable to gain access to the scene, are unable to provide immediate help or require additional (cont G – activation)

support e.g. during widespread flooding. It may also be activated if warnings are received prior to an anticipated event, such as severe weather. Assistance may therefore be sought from other Members of this Community.

#### PART 2 – OPERATING METHODOLOGY

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#### H - Sub-Division

For the purposes of this plan the village is sub-divided into five smaller areas, each with an Area Representative. The role of the Area Representative is primarily to help coordinate action within the village, but he/she is also an essential link in the chain of communication to householders. Area Representatives will coordinate voluntary action within their area and provide advice. They report to the Emergency Planning Coordinator who will lead the Emergency Response Group that is made up of the Area Representatives, the Flood Warden, the Snow Warden (when appointed) and Parish Council representation. From time to time other members of the Community may be co-opted depending on the type of emergency under consideration. The collective group will be known for operational purposes as "CRAVAT" – Chilmark Resilience and Volunteer Action Team.

All contact details for the Emergency Planning Coordinator and Area Representatives (including their areas of responsibility) are listed at **Annex 21**. (cont H – sub-division)

The Area Representatives will cover the following village areas:

- Salisbury Road (B3089) and northwards (61 dwellings) Salisbury Road from 30mph sign east to 30mph sign west and extending to Manor Farm, Cow Drove, Park Drive and Frickers Paddock
- From The Cross westwards (41 dwellings) The Street (including Townsend Cottage and Chilmark House), Kents Hill, Hops Close, Barn Hill
- From The Cross eastwards (37 dwellings) The Street (including Cleeves Farm and Roundabout), Barberry and Lower Mooray (to red metal roof semis)
- From The Cross southwards (53 dwellings) Beckett's Lane through to Portash, Eyewell Farm, Ellanthie and Rock Cottage, Frog Lane, Claybush and Ridgeway
- Ridge (18 dwellings) Knapp Lane, Paddock Lane, Woods Lane, Mill Lane

# J - Resources available within the Village

#### Volunteers

There will be a need to draw upon various skills before, during and after any emergency and the success of this community emergency plan is very dependent on the goodwill of volunteers.

The volunteers listed in this plan have indicated what tasks they may be prepared to carry out if an emergency occurs. The Emergency Planning Coordinator and the Emergency Response Group coordinate volunteers. Volunteers should contact them to be allocated tasks. Other resources will also be required in an emergency and it is important to be able to quickly locate them. (cont - volunteers)

A Skills Register of volunteers has been produced and includes:

Doctors 
 Trained First Aiders/Nurses 
 Electricians 
 Plumbers 
 Skilled communicators for listening and
 supporting 
 Transport support (Tisbus Group - The Tisbury
 District Link Scheme)

The Skills Register is at Annex 24.

# Equipment

Equipment may be needed during an emergency situation. A list of equipment that may be available with the owner's contact details is attached as **Annex 25**. It covers:

 $\circ~$  4WD vehicles and trailers  $\circ~$  Tractors/Plant and trailers  $\circ~$  Chainsaws  $\circ~$  Pumps  $\circ~$  Generators  $\circ~$  Other local resources – grit and salt, sandbags.

Other equipment may need to be hired (eg grit spreader), though in a general emergency equipment may be in short supply (Annex 25)

# Information Centre / Local Place of Safety

It may be necessary to set up a central information point to disseminate information, instructions, advice and assistance as well as to serve as a temporary place of safety within the community, depending upon the seriousness of any incident and the level of response required. The Committee of Chilmark Reading Room is willing to make the Reading Room available for such purposes. The hall is warm and has catering and toilet facilities but as yet no communication facilities.

Other facilities will be advised by the Parish Council should the need arise.

#### **K** - Communications

Communications are vital before, during and after an emergency in order to ensure that warnings and information are received and passed on, responses coordinated with emergency services and actions by volunteers within the community coordinated on the ground.

Depending on the scale and type of emergency, the Emergency Planning Coordinator and others within the Emergency Response Group will maintain a log of events and actions taken. This will enable a coordinated response to occur and the production of a post-event analysis report.

During an emergency, live updates will be posted on the village website at

http://www.southwilts.com/site/chilmarkparishcouncil/

Although the Reading Room will be the Emergency Centre, it has NO telephone or internet connections. Should a power failure occur, it is likely that communication links using telephones and computers within the village may not be possible, in which case another form of communication link must be established quickly.

#### **Emergency Services Contacts**

Most contact details are listed in the Village Voice and on the village website and/or Notice Boards and again at **Annex 22** to this document. These cover:

Police 
 Ambulance 
 Fire 
 Wessex Water 
 Scottish &
 Southern Electric 
 British Telecom 
 Highways Authority 
 Environment Agency

#### **Useful Contacts**

Other useful contacts (emergency and non emergency) are also at **Annex 22**.

#### L - Vulnerable Persons

At any one time there will always be a group of vulnerable people within the village, who should be monitored carefully during any emergency situation. The level of response and assistance they may require will vary according to their circumstances and needs.

In order to monitor the situation an up to date list of vulnerable people will be kept and reviewed by the Parish Council. Inclusion on the list will be voluntary and by self-nomination.

This list will cover the elderly, the disabled, those with special needs, post op patients and others. The level of intervention will cover a wide range of actions from visiting, to fetching supplies, to collecting prescriptions, carrying out other specific tasks and transporting to and from the village. There will be a need to carefully coordinate with agencies outside of the village to prevent duplication or omission.

# M – Plan review and maintenance

In order to keep this plan up to date, contact lists will be revised as personnel changes occur. In addition the plan will be reviewed annually in October by the Emergency Planning Coordinator in conjunction with the Parish Council to ensure it adequately reflects the needs of the community.

Any changes will be issued as official amendments on the amendments page at the start of this document. It is the responsibility of the plan holders to ensure they retain the most up to date version of the plan.

# N – List of plan holders

There is only one version of this Community Emergency Plan. Some annexures have restricted distribution as they contain confidential contact details. The following each hold a formal paper copy of the full Emergency Plan:

PERSON	ROLE / AREA
Patrick Boyles	Chairman, Parish Council
Jenny MacDougall	Parish Clerk
Michael Eke	Emergency Planning Coordinator
Patrick Boyles	Flood Warden
ТВА	Snow Warden
Tim Barter	Area Representative - The Cross Westwards
ТВА	Area Representative - The Cross Eastwards
Kevin Hawkins	Area Representative - The Cross Southwards
Kirk Murray-Jones	Area Representative - Salisbury Road
William Morris /Liza Jacks	Area Representative - Ridge

#### MICHAEL EKE

#### EMERGENCY PLANNING COORDINATOR

#### On behalf of CHILMARK PARISH COUNCIL

January 2018 (V30.01.18)

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#### PART 3 - EMERGENCY PROCEDURES :

# WE HAVE AN EMERGENCY

# **BUT REMAIN CALM**

#### First steps are:

	Instructions	Tick
1	Call 999 if there is an emergency (unless already alerted)	
2	Ensure there is in no immediate danger	
3	Contact the Emergency Response Group at <b>Annex 21</b> and meet to discuss the situation	
4	Use the Situation Report at Annex 28	
5	If the emergency is covered by one of the Procedures (part 4 to 14) or Annexures (part 20 to 28), refer to the appropriate pages in this plan	
6	Send messages to community volunteers	
7	Notify local authority of any issues that cannot be managed locally	
8	Assign Actions, Timescales and post updates on the village website	
9	Time of next Meeting	

Remember, we are not "professionals". Therefore if in doubt, the relevant official emergency service must be summoned (Annex22).

The Community Emergency Plan will only seek to stabilize a situation pending the arrival of those professionals.

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#### PART 4 - EMERGENCY PROCEDURES : FLOODING

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#### N - Local Description

Chilmark lies at the bottom of a steep sided valley with The Winterbourne water course following beside The Street. Although The Winterbourne is often dry, after prolonged wet periods there can be considerable run off from adjoining roads and fields. Furthermore there are numerous springs throughout the village that can suddenly come to life in unusual places.

The village has experienced major flooding in 1990 and in 2014 whilst less severe flooding occurred in summer 2016 as a result of a heavy cloudburst. Whilst the geology of Chilmark appears to give rise to potential flood risks and the Environment Agency Flood Map **(Annex 26)** shows part of the village to be on a floodplain, none the less the risks to property can be minimized by regular clearance of The Winterbourne by Riparian Owners (cont N – local description)

and regular maintenance of Highway Drainage Facilities by the Wiltshire Highway Authority.

Homes in Ridge are believed not to be at risk of flooding.

What follows is a plan based on past flooding experiences.

# P - Sources of flooding

The sources of flooding referred to are based on weather events and are categorized as:

- Fluvial (river) unlikely in Chilmark or Ridge
- Flash (high intensity rainfall)
- Groundwater (high water table)
- Surface water (paved surfaces, runoff)

While it is often difficult to distinguish between types of flooding this plan sets out the responsibilities of organizations that are involved in dealing with the impact of differing floods.

#### **Q** - Flood Warning Codes

The current Environment Agencies' flood warning codes are:

# **Flood Alert**



This means 'flooding of low-lying land and roads is expected'.

(cont Q – Flood warning codes)

Community actions should be:

- Watch and monitor water levels on site
- Listen/watch local radio and TV
- Ring Floodline (see section V below and Annex 22 for further information)
- Make sure you have what you need to put your personal flood plan into action
- Alert neighbours, particularly the elderly or vulnerable
- Check pets and livestock
- Reconsider travel plans

# **Flood Warning**



This means 'flooding of homes and businesses is expected'.

Community actions should be as for flood alert plus:

- Move vehicles, food valuables, pets and other items to safety
- Put sandbags in place
- Prepare to turn off gas and electricity
- Be prepared to evacuate your home
- Protect yourself, your family and others that need your help

#### **Severe Flood Warning**



This means 'Severe flooding is expected'.

Community actions should be as for flood alert and flood warning plus:

- Be prepared to lose power supplies electricity, gas, water and telephone
- Try to keep calm and reassure others
- Cooperate with emergency services and local authorities
- You may be evacuated

#### All clear

This means that flood warnings or watches are no longer in force for this area. Community actions should be:

Check all is safe to return

Seek advice from the Environment Agency if unsure

Copies of these codes are available from the Emergency Planning Coordinator and are displayed on the village website.

#### **R** - Flood preventative actions

The following preventative actions should be considered with the backing of the Parish Council:

- inform riparian owners of remedial action needed to watercourses
- encourage landowners and Wiltshire Council to clear roadside ditches and drains to an acceptable standard
- request landowners to clear other ditches in the summer months and to remove any trees blocking waterways
- regularly monitor main drains functionality in all areas and call Wiltshire Council if they are not working properly.

# **S** - Flood prevention supplies

**Supplies** The Parish Council holds a small supply of sandbags and sand, gel-bags and emergency signage. Sandbags and sand, gel-bags and signs are stored at Cleeves Farm. Flood Wardens and Area Representatives will decide the priority of issue of stores based on which properties are at highest risk and have greatest need – see **Annex 26**. Stores will not normally be issued in advance of a flood threat. The exact quantities and composition of these emergency supplies is under constant review.

**Road signage** Road signage is the responsibility of the Police or Highways Authority. Their details are in **Annex 22**. They will be contacted to place the signs with the advice of the Area Representatives.

#### T - Susceptible areas

Areas and properties that have been susceptible to flooding over the last 20 years, based on local knowledge and householder's experience, are highlighted on the map at **Annex 26**. It is important to realize that this is based on historical data and previous flooding events. It does not necessarily mean that flooding of any of these properties will occur and it does not take into account actions that may have been taken by individual property owners to alleviate flooding unless the details of these changes have been passed to the Emergency Planning Coordinator.

# U - Responsibilities

**Property** The responsibility for the immediate protection of property in the event of flooding lies with the owner of that property. It is not a local authority, including the Parish Council, responsibility. Known flood points/risks and properties at risk are listed in **Annex 26**. Owners of properties affected by floods should consider what investment they need to make to protect their property. Details of useful websites that contain information on possible solutions and methods of protection are at **Annex 23**. The level of service offered by local authorities varies. They do **not** have a statutory duty to provide sandbags or give other assistance in times of flooding, particularly in the case of emergency, however they will endeavour to help. This should not be relied upon in periods of widespread flooding.

**Roadside ditches** The maintenance of these is normally the responsibility of the adjoining landowner (riparian owner), not Wiltshire Council as the Highway Authority. If flooding occurs as a result of blockages in these ditches the Highway Authority may use its legal powers to require the riparian owner to clear the ditch.

Land drainage Wiltshire Council is the local land drainage authority for non-main rivers, but the maintenance of most watercourses is the responsibility of private landowners with riparian responsibilities or of the local water supplier. Wiltshire Council has no responsibility for the maintenance of watercourses and land drainage (except on council-owned land). It should be noted that in 2014 Wiltshire Council introduced drainage bylaws to enable them to enforce the clearance of ditches and watercourses. Initial action is taken in the form of a formal letter from the Parish Council to the landowner concerned.

**Other** Public service water sewers, usually piped drainage systems, are maintained by Wessex Water.

Highway drains – culverts under public roads, piped roadside ditches or other drainage that have been built to drain the highway are the responsibility of the Highways Authority.

Private drains are the responsibility of the landowner/property owner.

#### V - Flood line quick dial code

The National Floodline Quickdial Code for the latest flood warning information in the Nadder Valley is 0345 988 1188 and when prompted press 1 followed by quickdial (0452 for groundwater or 166184 for river information).

Any resident can register to receive flood warnings direct at: https://www.gov.uk/sign-up-for-flood-warnings

For flooding on the road, call Wiltshire Council 0300 456 0105 For flooding in a property, call as above or the Environment Agency Incident Hotline 0800 80 70 60 or the Fire Service 999

For further information, email <u>floodwessex@environment-agency.gov.uk</u>

#### **W** - ACTIONS IN THE EVENT OF A POTENTIAL FLOOD SITUATION

#### Warning Procedures

Warnings may be issued through the media and appropriate websites. If this affects the local area then the Emergency Planning Coordinator will alert the Emergency Response Group. It is highly likely that a dialogue will have begun before such warnings.

Under normal circumstances the Emergency Planning Coordinator and Flood Wardens will be in receipt of Flood Reports from The Environment Agency's local Incident Room in Blandford. This is emailed to the Chilmark Flood Warden Flood Alert List as and when received. While this information is often general in detail, it nevertheless gives an adequate update on the situation in the local area designated by the Environment Agency as Cranborne Chase. In combination with the reports from the Floodline it provides an adequate understanding of the local threat.

Web site details for bore hole information at Oakley Farm, Wylye is listed on Annex 23 (weather forecasts).

The type of action to be advised is as the Flood Warnings Codes shown earlier in this section.

**Immediate Response Procedure** Anyone noting flood conditions beginning should alert their Area Representative. The level of threat will determine the level of response. The following key actions should be considered by the Emergency Response Group:

- Alerting all at risk property owners immediately
- Put public notices on the village website
- At risk property owners should have their own Personal Flood Plan

(cont W – immediate response procedure)

The principal actions of at risk property owners are:

- ✓ Move to a safe area if life is at risk
- ✓ Prevent water entering the property if possible
- ✓ Switch off electricity and gas supplies
- Move valuable possessions above floor areas liable to be flooded
- Making flood prevention equipment available to those unable to help themselves, within the bounds that it is the householders' responsibility to protect their property
- Assess water levels and consider approaching the Police/Highways Authority to close roads, in particular those listed in Annex 26 and erect appropriate signage. The key aim is to prevent further damage to property by people driving through floodwater at excessive speed. The quickest response is likely to come from the Police. Flood Wardens have advisory road signs as part of the Parish Emergency Stores that can be deployed
- Alert plant and equipment owners that equipment assistance may be required
- Prepare the Parish Emergency Stores
- Assess those most at risk with the Emergency Response Group in order to decide priorities. This should cover provision of assistance to the elderly, infirm or needy
- Advise those living in potential flood sites to move their cars to safe designated parking areas e.g. Barberry by the church (10 cars)

#### **Reaction Procedure**

- Maintain constant watch on flooded areas and report to Emergency Planning Coordinator
- Continue assistance where appropriate to the most vulnerable through Area Representatives
- ✤ Keep people informed
- Alert appropriate authorities to changes in circumstance affecting actions already taken
- Depending on the scale of flooding, a flood coordination centre may be opened at the Village Reading Room
- The Reading Room can be used as a shelter providing warmth, catering and toilet facilities.
- If it is appropriate to summon professional services, dial 999 for the fire service (to pump out flooded properties etc) or 999 for the Police.

The number for Wiltshire Council Highways Department is 0300 456 0100 and press 3 or 0101 or 0105.

# PART 5 - EMERGENCY PROCEDURES : SNOW AND ICE

The purpose of this part of the plan is to ensure that there is a coordinated response during and after periods of intense snowfall or icy conditions, with the aim of keeping open the main road B3089 and, subject to the appointment of a Voluntary Snow Warden (not yet in place as at January 2018), the C276 from Cow Drove to Portash.

Separate considerations will apply to Ridge where the more isolated nature of the houses will mean that residents cannot rely on free access to and from their homes during inclement weather.

#### Local Description

The main effect of snow and ice will be to roads and pavements. Wiltshire Council will grit the following in periods of ice and snow threat: (a) the Salisbury Road (B3089) as it is a bus route and (b) the C276 Cow Drove road from the A303 down to the junction with the B3089 by the Black Dog pub. No other routes through the village or out to Ridge will be treated by Wiltshire Council.

#### Local Actions

The Snow Warden contact details are at Annex 21.

Meanwhile, volunteers will be needed to spread grit as appropriate. Grit bins are located as follows: on B3089 opposite The Black Dog and at junction with Park Drive, also at top end of Frickers Paddock, beside Barn Hill bungalows, junction of Hops Close (for southern end of Kents Hill), and in Ridgeway. There are two bins located in Ridge, one by "Pheasant" on Woods Lane and one on Knap Lane near the telephone box. A one tonne bag of grit and salt and/or 4 x 25kgs bags of salt are stored at Cleeves Farm for use on local roads and footpaths. All these supplies of salt and grit are only available for use on public roads and footpaths and are **not** for use on private paths and driveways, which are the responsibility of the home/landowner concerned. (cont – Local Actions)

Priority for local action by the Snow Warden (when appointed) will be the C276 (Dog Drove, The Street and Becketts Lane) and key access points onto it such as sloping junctions on the side roads of Kents Hill, Barberry and Frog Lane (exit onto Becketts Lane) which may also require treatment.

At Ridge, the Area Coordinator will need to consider how best to keep at least one road open, if only to four wheel drive vehicles.

Whilst salt and grit may have been applied as soon as possible as conditions deteriorate, residents should not assume that any road has been gritted.

Area Representatives will be the first point of contact for village residents. The Snow Warden will coordinate the response to requests for assistance from Area Representatives with regard to any other areas in need of treatment and for replenishing the grit bins.

Contact details for emergencies are at Annex 22.

(Note: some of the above Local Actions comments will be reconfirmed once a Snow Warden has been appointed)

#### PART 6 - EMERGENCY PROCEDURES : BLOCKED ROADS

Roads in the local area can be blocked as a result of an accident, flooding or by fallen trees. Should this happen the immediate action should be to ring the Police on 999 for a road accident or Wiltshire Council on 0300 456 0105 for other events and report the detail of the incident causing the problem together with the "C" road number (see Map at Annex 20A).

Road closed signs can only be erected by the Police or Wiltshire Council's Highways Authority though if a serious hazard is blocking the road, local resources may be used until either the Police or Highways Authority arrive at the scene.

The key section of road through Chilmark village is The Street from the junction with KentsHill/The Hindon Lane along to The Cross. Whilst it is possible to use the roads past Cleeves Farm to/from the B3089 as well as the road past Lower Mooray to/from Portash as a diversion, these roads, being narrow and without passing places, are not suitable for large vehicles. As a result any such large vehicles must be dissuaded from trying to gain access.

At Ridge, a number of minor roads lead out of the area but all are narrow and steep, except the UC4221 (Mill Lane) leading to Tisbury.

The Emergency Response Group is to consider any necessary community action needed to help any part of the village cut off for extended periods.

Other contact details are at Annex 22.

#### PART 7 - EMERGENCY PROCEDURES : POWER FAILURE

The electricity network in the whole area is primarily above ground on overhead power lines to pole mounted transformers (at Claybush, Portash, two at Cleeves Farm and others). A cabinet substation is located by Hops Close.

Power outages can occur any time because much of the local power distribution is through overhead power lines, which are susceptible to damage. Scottish and Southern Energy (SSE) are usually quick to repair any isolated fault. In the event of a major failure SSE will often provide area generation as a back up system but this should not be relied upon.

Sensible contingency arrangements for households might be the use of generators for essential electrical equipment, camping gas or BBQs for cooking and log fires for warmth. Every household should have to hand a torch (with working batteries) and a supply of candles and matches.

Digital land line household telephones will not work in areas affected by a power failure, though older analogue phones should continue to function.

Because areas of Chilmark and Ridge may be affected in different ways, on the spot co-ordination of help will be needed. The Reading Room may be a suitable central location should its power supply be secure.

In an emergency, dial 0800 072 7282 (SSE Southern Area Power Distribution)

Other contact details are at Annex 22.

Vulnerable people who are dependent upon power to operate home based medical equipment such as dialysis machines, oxygen concentrators, artificial ventilators, hoists, stair lifts etc should consider joining the SSE Priority Services Register on 0800 294 3259 (and **if registered**, phone 105 to report an emergency).

#### PART 8 - EMERGENCY PROCEDURES : WATER

The domestic water and main drainage network for Chilmark is the responsibility of Wessex Water.

In an emergency, dial 0345 600 4600

To report a water leak on public or private land (including a burst water main), call 0800 692 0692

All properties in Ridge are served by the private water supply of Fonthill Estate.

In an emergency, contact should be made with the Estate Office on 01747 820246.

Other contacts details are at Annex 22.

# PART 9 - EMERGENCY PROCEDURES : COMMUNICATION FAILURE

The area code for Chilmark is 01722 indicating that the main exchange is Salisbury based. Most local numbers begin 716 (although a few are 717) and these are routed via the Teffont Exchange.

The area code for Ridge is 01747 indicating that the main exchange is routed from Shaftesbury/Tisbury.

All householders are advised to keep at least one analogue telephone in case of power failures. Such instruments will still work when plugged into the main incoming house phone point.

There is a public phone box in The Street, Chilmark (01722 716200) and another in Ridge on Knapp Lane, Ridge (beside the defunct Bus Shelter) (01747 870418)

High speed broadband is available in Chilmark but not in Ridge.

Mobile phone coverage throughout the Parish is patchy due to the hilly nature of the area. There appears to be some reasonable service up Cow Drove towards the A303 where a mobile phone mast is located. Some householders on Vodafone network who use a Vodafone Sure Signal service can achieve maximum signal strength within their homes.

For land line emergencies dial 0800 023 2023 and press option 1

Other contact details are at Annex 22.

### PART 10 - EMERGENCY PROCEDURES : SEWERAGE

The sewage and drainage network in Chilmark village is connected to main drains and passes through a pumping station at Lower Mooray operated by Wessex Water. From there, sewerage is pumped over to Tisbury.

In an emergency, contact Wessex Water on 0345 600 4600 (24/7). The Chilmark Pumping Station site reference is 14362.

Alternatively, call 0345 850 5959.

Whilst it is believed there are no longer any septic tank or other private systems within Chilmark village, all houses at Ridge are served by private septic tanks. Such systems are the responsibility of the homeowner/landowner. Contact details for hirers of portable toilet facilities are in **Annex 22.** 

# PART 11 – EMERGENCY PROCEDURES : FUEL DISRUPTION

News about fuel disruption, such as a tanker driver strike or supplies not reaching the UK could be the trigger for the procedures highlighted below. Fuel disruption can cause severe hardship in rural areas where there is great reliability on vehicles for general re-supply, especially food and medication.

Use will be made of the village website to advise the community. Sensible procedures should be instigated to conserve fuel. As regards vehicle fuel, these would be:

- reducing trips by car or sharing with others
- encouraging the use of public transport
- using online shopping, if available.

Consideration should be given to promoting Wiltshire's car sharing scheme, see www.wiltshire.liftshare.com

Depending on the seriousness of the situation there may be a need to:

- Identify any priority workers in the community who may have preferential access to fuel. They may be able to offer lifts or do shopping for their neighbours.
- Check on the needs of vulnerable people in the community. The Parish Council has the list of those considered vulnerable and they will report anything to Wiltshire Council that cannot be managed locally.

It is expected that details of the nearest filling stations, and opening hours will be provided.

During periods of fuel shortages, the local bus service along the B3089 and through The Street at Chilmark might not be maintained.

(cont - fuel disruption)

As regards domestic heating fuel, homeowners should:

- never allow a heating oil tank to drop below quarter full
- turn off/down the temperature thermostat within the home when appropriate
- ensure adequate stock of dry seasoned logs are to hand for woodburner/open fire use

In addition, it will be possible to use the village Reading Room as a central heated community building.

The community should not stockpile flammable fuel (it can be very dangerous!). Storage of small quantities of vehicle fuel up to 5 litres should always be in an approved storage container (green for unleaded fuel and black for diesel)

# PART 12 – EMERGENCY PROCEDURES : PANDEMIC

Pandemic Flu is stated as being the UK's highest risk occurrence. In a severe outbreak, it is thought that up to 750,000 people might die of flu in the UK.

In the event of a Pandemic being declared actions should be:

- The formation of an emergency committee this will include available health care professionals (Annex 24) if possible. This committee should be as large as possible, since during a full pandemic up to half the emergency committee could catch the flu.
- Confirm contact details for:
  - Volunteers who can collect and drop-off prescriptions, collect food, etc.
  - Local Link Volunteers (provide transport for people without transport)
  - Organisations for identifying vulnerable people
  - Local GP surgeries
  - Local pharmacy
  - Nearest 24 hour pharmacy
- Preparatory Work
  - In autumn, distribute information about 'flu jabs' on The Village Voice and on the three Notice Boards.

During a Pandemic:

Volunteers should put up NHS posters at key points throughout the village, such as the church, Reading Room and pub (cont – during a pandemic)

- Disseminate advice from the NHS on the village website
- The Emergency Response Group should advise the cancellation of public gatherings and meetings
- The Parish Council should liaise with Wiltshire Council over the provision of venues for clinics (probably the Reading Room), which may need to be set up within hours of notification of a pandemic
- The Parish Council should activate volunteers to help the vulnerable by:
  - Dropping off food
  - Dropping off prescriptions / anti-viral flu drugs
  - Looking after pets

Communication with infected people should be maintained through email / phone.

Contact details for local surgeries are:

Tisbury Health Centre 01747 870204

Hindon Health Centre 01747 820222

Other contact numbers are at Annex 22.

# PART 13 - EMERGENCY PROCEDURES : ANIMAL DISEASES

Animal diseases have the potential to have a serious economic impact on farmers. There may be restrictions put on movement around any infected premises by defining zones:

- For diseases that affect only the animal, such as Foot and Mouth, Blue Tongue and Classical Swine Fever, etc: access to and from any infected flocks or herds will be restricted to isolate the disease.
- For zoonotic diseases that are diseases that can pass from animals to humans such as Avian Influenza, E.Coli and Salmonella: access to the area and to animals will be restricted for infection control.

The risks of disease being spread by those seeking recreational access to the countryside are very small, and can be reduced further by avoiding any direct contact with animals.

In the event of a disease outbreak, there will be a presumption in favour of access to the countryside, subject to veterinary risk assessment. However, restriction in the movement of animals, people and vehicles on and around infected sites/premises may be put in place. Associated with this there may be disinfectants that need to be applied when entering / leaving affected premises.

# ACTION

The Parish Council and Emergency Response Group will obtain up to date information from:

- Wiltshire Council Animal Health Team 0300 456 0100
- Department for Environment, Food and Rural Affairs (DEFRA) website: www.gov.uk/government/organisations/department-for-

environment-food-rural-affairs

(cont – Action)

Animal and Plant Health website: https://www.gov.uk/government/organisations/animaland-plant-health-agency

In addition they will:

- Provide information to the local community about closed footpaths and bridleways and information about alternative public byways, which are suitable for exercising dogs, horses or other animals
- Check that positioning of public warning and information signage stays in place, and report to Wiltshire Council if tampered with or removed (0300 456 0100).
- Keep in touch with any affected farmers' family, and check their welfare.

Other contact details are at Annex 22.

## PART 14 – OTHER FORMS OF MAJOR EMERGENCY

# ACTION

In the unlikely event such as a plane crash, serious road traffic collision, explosion, chemical spill, etc, the Emergency Response Group should keep in contact with the emergency services. If the emergency services need assistance, they will contact the appropriate people using the contact details in this plan.

It is key that the Parish Council and Emergency Response Group share any message with the community, encouraging them to:

- GO IN Go indoors, close doors and windows and shut down ventilation systems if it is safe to do so. Unless there is an obvious risk to the property this will give residents good short-term protection against the vast majority of hazards.
- STAY IN Stay indoors until more is known about the situation and the appropriate action that needs to be taken to protect residents further. The action that should be taken will be different depending on the nature of an incident so care should be taken not to put ones self at more risk by not waiting for further instructions.
- TUNE IN Tune in to local radio and television to find out more about what is happening. If there is a major emergency, radio and TV companies will interrupt programming to give the public safety advice and information about the incident. (See Annex 22)

Consideration will be given to putting the Reading Room on standby as the local place of safety.

Residents should visit the Current Advisory Warning Notices on the Chilmark website at:

http://www.southwilts.com/site/chilmarkparishcouncil

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#### ANNEX 20 TO CHILMARK COMMUNITY EMERGENCY PLAN

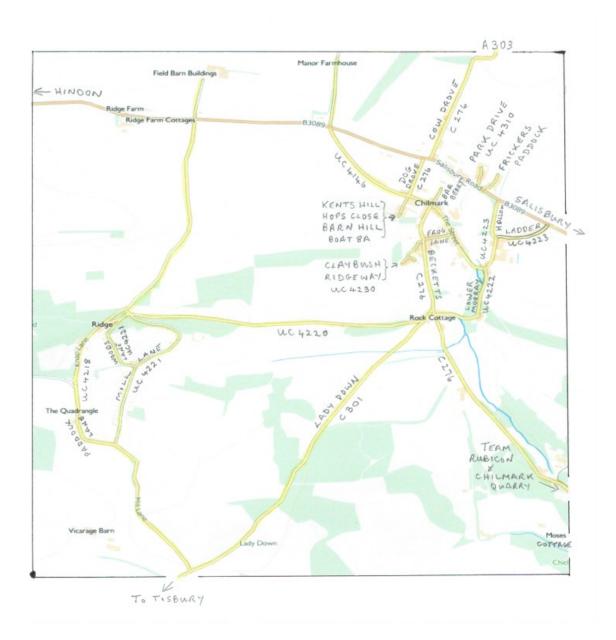
#### **MAP OF CHILMARK VILLAGE - Overview**



@ Cotmapping.co

#### ANNEX 20A TO CHILMARK COMMUNITY EMERGENCY PLAN

### MAP OF CHILMARK & RIDGE – Street names and numbers



#### ANNEX 21 TO CHILMARK COMMUNITY EMERGENCY PLAN

#### **EMERGENCY RESPONSE GROUP - CONTACT DETAILS**

Michael Eke	Anvil Cottage, Kents Hill, SP3 5AP
Emergency Planning	01722 716862
Coordinator	mobile 07557 858584
Tim Barter	Fairwinds, Kents Hill, SP3 5BQ
Area Representative	01722 716187
The Cross westwards	
Position Vacant	
Area Representative	
•	
The Cross eastwards	
Kevin Hawkins	12 Ridgeway, SP3 5BX
Area Representative	01722 716735
The Cross southwards	
Kirk Murray-Jones	13 Park Drive, SP3 5AW
Area Representative	01722 716182
Salisbury Road	
William Morris	Ridge Farmhouse, Mill Lane, SP3 5BS
Area Representative - Ridge	01747 871001
Liza Jack	Pheasant, Woods Lane, SP3 5BS
Area Representative - Ridge	01747 870662
	1

**Flood Warden**: The Flood Warden is: Patrick Boyles, Little Langdale, Frog Lane, SP3 5BB 01722 716416 or mobile 07771 558619

**Area Representatives:** In the absence of an Area Representative, please contact the Emergency Planning Coordinator, the Chairman or Clerk of the Parish Council who will make alternative arrangements.

### ANNEX 22 TO CHILMARK COMMUNITY EMERGENCY PLAN

# **CONTACT DETAILS (emergency** and non-emergency)

Police, ambulance, fire – emergency 999 non emergency (ie not life threatening) 101 or Health 111

Flooding – emergency 0300 456 0100 (24/7) Floodline - 0345 988 1188 (Nadder Valley) then press 1, quick dial 0452 for ground water (for use if you have pre-registered) non emergency National Flood Forum 01299 403055

**Environment Agency** – incident line 0800 80 70 60 for roads, and properties that are flooded by water or sewage

#### **Utility Services**

**Electricity- Scottish & Southern** 

emergency 105 (National) or

0800 072 7282 (Southern Area - SSE Power Distribution)

non-emergency contacts:

SSE Priority Services Register for Careline (vulnerable persons) 0800 294 3259

Customer services - 0345 600 4600 or 0800 622838

Telephone - emergency BT 0800 023 2023 press 1non emergency Customer Service 0800 800 150

Water and sewerage (Wessex Water)Emergency (water or sewage) 0345 600 4600(domestic or Chilmark Sewage Pumping Station no: 14362)non emergency – leaks 0800 692 0692Customer Care Plus register (vulnerable persons) 0345 600 3600

**Wiltshire Council** – 0300 456 0100 and 0101, 0105 (opening times 8.30 – 5.30 Monday to Friday)

for out of hours Emergency Duty Team 0300 456 0100

- press 3 for Highways Faults and Emergencies

- press 4 for Environmental Health Emergencies

- **press 5** for Animal Welfare

# Health

Salisbury Hospital A&E 01722 336262

Shaftesbury (Westminster Meml) Minor Injuries 01747 851535 Tisbury Health Centre 01747 870204

Hindon Health Centre 01747 820222

Radio and Television		
Local radio: Spire FM -102FM		
WessexFM – 97.2FM		
BBC Wiltshire – 103.5, 103.6, 104.3, 104.9 FM		
or 1332 and 1368 MW		
Local television: BBC South		
ITV Meridian		

Other useful contacts		
TEAM RUBICON (Chilmark) – 01722 677003 or 0300 330 9488		
(John Leach – CEO, Dan Cooke – Operations Manager)		
Dorset & Wiltshire Fire and Rescue free home "Safe and Well"		
visit – 0800 038 2323		
Fonthill Estate Office (Simon Fowler) 01747 820246		
Samaritans (National) – 116 123		
Salvation Army Salisbury – 01722 417643		
Salisbury Food Bank – 01722 580210		
St John's Ambulance Salisbury – 01722 329619		
Wiltshire Citizens' Advice Bureau – 03444 111444		

### **Equipment Hire Services**

1. Chilmark Parish Council – Patrick Boyles 01722 716416

The following equipment has been acquired by Chilmark PC through a grant from the SSE Resilience Fund and is available for use by all local Parish Councils. Equipment available comprises:

- 1 x portable generator
- 1 x tripod light
- 2 x ground lights
- 2 x rechargeable high power hand torch
- 1 x 25 metre extension cable
- 4 x two way radio
- 3 x Hi-Vis coats
- 2. Portable toilet hire

www.wiltshiretoilets.co.uk/portable-toilet-hire salisbury

3. Brandon Tool Hire Salisbury 01722 335959

www.brandontoolhire.co.uk

- 4. HSS Tool Hire Salisbury 01722 396950 www.hss.com/hire
- 5. IWS Generator Hire 01179 352540

www.iwsgeneratorhire.co.uk/generator-hire-wiltshire

6. All the Kit – entertainment generator hire based in Shrewton

phone 01980 620530 or www.allthekit.com/generator.html

These are just some of the many hirers of toilets, generators, pumps, heaters, dehumidifiers, lighting etc. Listing above is <u>not</u> a sign of recommendation.

Just Google "flood equipment hire".

### ANNEX 23 TO CHILMARK COMMUNITY EMERGENCY PLAN

### **USEFUL WEBSITES FOR INFORMATION**

For current news

http://www.southwilts.com/site/chilmarkparishcouncil Your village website. This will carry advance information and updates on potential emergency situations

www.wiltshire.gov.uk/civilemergencies/emergencynotices

Wiltshire council's website with detail of emergency notices and road closures.

# For weather forecasts and live threats

www.metoffice.com

www.bbc.co.uk/weather

www.environment-agency.gov.uk

https://flood-warning-information.service.gov.uk/

www.gaugemap.co.uk (enter postcode, select GW and Oakley BP)

For Self help sites for those residents whose properties are at risk of flooding by water or sewage

### ANNEX 24 TO CHILMARK COMMUNITY EMERGENCY PLAN

### SKILLS REGISTER WITHIN CHILMARK (Restricted Distribution)

Doctor

Trained First Aider/Nurse

Electrician

Plumber

Counsellors

Transport support – Wiltshire Community Transport (Community First) 01747 870194

Tisbus Group - part of the Tisbury and District Link Scheme 07500 802525 or 01747 870731

To be completed

### ANNEX 25 TO CHILMARK COMMUNITY EMERGENCY PLAN

### EQUIPMENT AVAILABILITY IN CHILMARK (Restricted Distribution)

4 wheel drive vehicles and trailers

Tractors/plant and trailers

Chainsaws

Pumps

Generators

Other local resources:

Grit, salt and sandbag supplies

Ladders

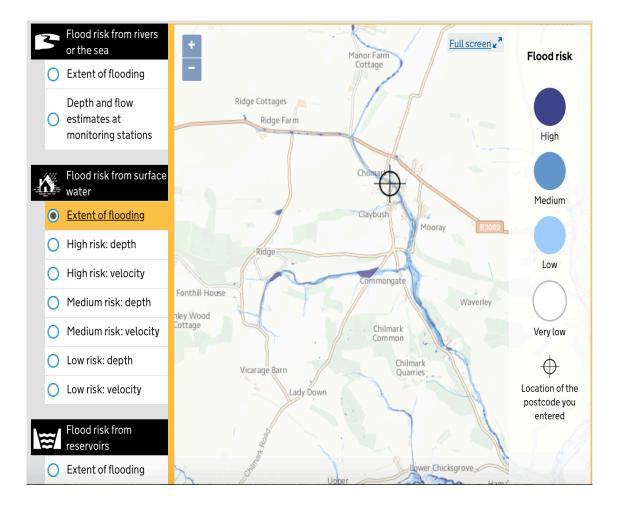
To be completed

ANNEX 26 TO CHILMARK COMMUNITY EMERGENCY PLAN

PROPERTIES AT RISK OF FLOODING (Restricted Distribution)

Environment Agency Plan of the area. The map shows the areas prone to flooding from surface water and, during times of prolonged rainfall, from groundwater via rising springs. The watercourse is known as "The Winterbourne".

There are no rivers in the vicinity that are likely to give rise to flood water.



### ANNEX 27 TO CHILMARK COMMUNITY EMERGENCY PLAN

### **RESPONSIBILITIES OF:** (Restricted Distribution)

## ✤ <u>The Flood Warden</u>

### 1) Introduction.

Wiltshire Council has a duty under the Flood and Water Management Act to establish, quantify and record levels of flooding within the county following on from the Pitt Review and recent major flooding events. Wiltshire Council requires that all town and parish councils assist with the discharge of this duty by providing relevant information about flood events and perceived flood risks in each locality.

All Parish Councils are encouraged to appoint a Flood Warden to help identify and notify potential flooding problems to the Lead Local Flood Authority (Wiltshire Council), monitor the state of watercourses within the community and to assist the community in times of flooding emergencies.

The Flood Warden will report to the Emergency Planning Coordinator and liaise with him and the Area Coordinators.

# 2) Chilmark Flood History

A) Significant flooding occurred in the early part of February 1990 – the worst being along "The Street" from Forge Cottage to "Beckett's Lane" where the watercourse running alongside the road overflowed, entering the adjacent houses. The cause of this flooding was identified as being due to a combination of prolonged heavy rainfall throughout December and January with a lack regular maintenance of the Winterbourne water course. Action by (cont – Chilmark flood history)

Riparian Owners to keep the stream bed free of restrictions to flow seems to have prevented a re- occurrence since then.

B) Significant flooding occurred in the early part of 2014 when groundwater levels were at a historically high level following heavy autumnal rainfall. The worst effected areas being "Hindon Lane", the bottom of "Dog Drove" (C276) and along "The Street" from the junction of BOAT 8A up to the junction with "Frog Lane". Groundwater issued from many old spring lines around the village that had been inactive for some years with many gardens becoming waterlogged.

C) Surface water flooding from field run off occurs each winter at the junction of "Beckett's Lane" / "Claybush" / "Frog Lane" causing a traffic hazard and inconvenience to residents.

D) Surface water flooding from field run off has occurred along "Frog Lane" between the junctions of "The Street" and "Beckett's Lane".

E) Surface water flooding along a section of "Hindon Lane" towards its junction with the B3089 has occurred on a regular basis during the winter seasons.

F) Surface water flooding has occurred along the C276 at the junction of "Dog Drove" and "The Street".

G) Surface water flooding has occurred at Mooray when road drains have been blocked by debris.

- 3) Flooding Event Statement
- During periods of high flood risk the Flood Warden will receive regular updates from the Environment Agency as to the levels of groundwater within the catchment area. The Flood Warden will then carry out regular inspections of the Chilmark Winterbourne to check for potential obstructions to flow and work with local Riperian Owners and Wiltshire Council Highways Department to help minimise risk, notify residents at risk of flooding and advise all members of Chilmark Parish Council accordingly.
- At all times the Flood Warden will ensure adequate supplies of filled sand/gel bags.
- In the event of flooding the Flood Warden will liaise with the Emergency Planning Coordinator to coordinate the response within the village to utilise the PC's stock of gel sacks to help guard against property flooding, put out road "flood warning" signs and call on external help as necessary.
- The Flood Warden will take recognition of "Part 4 Emergency Procedures : Flooding" of this Community Emergency Plan

4) Contacts – see Annex 21 and 22

## Actions Required by Parish Council.

- Send Copy of this update to Renate Malton at Wiltshire Council.
- Support the Flood Warden to monitor potential flood risks and to liaise with Riparian Owners to ensure that the Winterbourne is kept clear of restrictions to flow.
- Encourage residents to access the Wiltshire Council website and review the advice and guidance within the flooding section of the community and environment heading at www.wiltshire.gov.uk
- Encourage residents to access the Environment Agency website and review the flooding advice and guidance within www.environment-agency.gov.uk and to prepare their own personal flood plans if they consider themselves to be at risk of flooding.
- Publicise this report through the Parish Newsletter and provide copies and related documents to residents on request.
- Provide information in respect of flood protection products available through the National Flood Forum website: www.floodforum.org.uk.

## The Snow Warden

1) Introduction

The Snow Warden will report to the Emergency Planning Coordinator and liaise with him and the Area Coordinators.

2) Snow history

Although the village does not have a history of serious snow problems, nonetheless the Local Authority gritting programme only covers the main road (B3089) and the C276 Cow Drove from the A303 down to the Black Dog. Ridge roads are not on the Council gritting list. The duties of the snow warden are therefore:

- Ensure grit bins throughout the parish are kept replenished
- Place orders on the Local Authority to maintain supplies of grit and salt stored at Cleeves Farm at adequate levels
- At times of ice and snow, review gritting requirements for the C276 from the main road through the village and along Becketts Lane together with junctions thereon
- At all times liaise with Area Coordinators with regard to other areas requiring treatment including at Ridge
- Take recognition of "Part 5 Emergency Procedures : Snow and Ice" of this Community Emergency Plan

NOTE: Roads out of Chilmark towards Tisbury (C301) and Chicksgrove (C276 continuation from Portash) will not fall within the remit of the snow warden, although information may need to be passed to the Wiltshire highways department

3) Contacts – see Annex 21 and 22

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# ANNEX 28 TO CHILMARK COMMUNITY EMERGENCY PLAN

# AGENDA - Emergency Response Group meeting

# (Restricted Distribution)

Date:	Time:		
Location:			
Attendees:			
1. What is the current situation?			
Location of the emergency. Is it near:			
A school?			
A vulnerable area?			
A main access route?			
Type of emergency:			
Is there a threat to life?			
Has electricity, gas or water been affected?			
Are there any vulnerable people involved?			
Elderly			
Families with children			
What resources do we need?			
Food?			
Off-road vehicles?			
Blankets?			
Shelter?			

Agenda continued	
2. Establishing contact with the emergency services	
3. How can we support the emergency services?	
4. What actions can safely be taken?	
C. Who is going to take the load for the agreed	
5. Who is going to take the lead for the agreed actions?	
6. Any other issues?	